

Subject COMPAQ[®] DESKPRO 286[™] and COMPAQ PORTABLE 286[™]
D-RAM Chips

The COMPAQ Dealer Support Center has been receiving frequent requests for information regarding the specifications of the D-RAM memory chips that are used in the COMPAQ DESKPRO 286 and COMPAQ PORTABLE 286 systems. Problems arise when attempting to install non-COMPAQ RAM chips. The symptoms are random unpredictable errors, such as parity errors or even system failures. The frequency at which these errors occur may vary from system to system.

COMPAQ takes great pride in their products by using the best quality components in their systems. The COMPAQ DESKPRO 286 and COMPAQ PORTABLE 286 are no exception. Due to the high speed performance of the COMPAQ DESKPRO 286 and COMPAQ PORTABLE 286, they have the following requirements for the type of D-RAM chips that can be used in the system. They require a maximum Row Address Strobe (RAS) time of 150 nanoseconds (ns) or lower, and a maximum Column Address Strobe (CAS) time of 75 ns or lower. Even though the industry standard for rating RAM chips is based on RAS, it is the CAS time that is critical for COMPAQ 80286 - based products.

Using RAM chips that are non-COMPAQ standard in either RAS and/or CAS ratings may degrade performance or inhibit the COMPAQ DESKPRO 286 and COMPAQ PORTABLE 286 systems from functioning properly.

If further clarification is required, please contact the COMPAQ Dealer Support Center at any of these numbers:

800-231-9977	(All Authorized Dealers)
Telex:	795437
A/B:	COMPAQCOMP HOU (Houston, Texas)
Telex:	898630
A/B:	COMPAQ TTX D (European Headquarters)
49-89-926-970	
Telex:	889126
A/B:	COMPAQGG (United Kingdom Headquarters)
44-1-940-8860	

Telex:
Attn:
33-4-446-3625

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COMPAQ (French Headquarters)

416-449-8741

(Canadian Headquarters)

cc: Store Manager